**BRM 1102 ORGANISATION AND OFFICE SYSTEMS**

Short Description

Course introduces students to the nature of organizations, their operations, office systems and information flow.

Aim

To enable students understand the nature of organizations and their operational systems.

Learning Outcome

At the end of the course, students should be expected to:

- Explain the conduct of business in organizations

- Identify the different types of organizations

- Describe the flow of information in organizations etc.

- List the functions of an office

**Intellectual, practical and transferable skills**

Knowledge on how to develop and interpret organizational chart

Office procedure understood

Knowledge on office systems will be acquired

**Teaching and Learning Pattern**

By use of lectures, visits to organizations, use of relevant films show, student-led group presentations and individual research guided by the lecturer, case studies and demonstrations

**Indicative Content**

Organization design and structure, effective structuring of organization, age and size, environment, structural configurations, bureaucracy; Organisation as a system of flows, Power and distribution of authority, Communication within and without organizations, Office systems, Routines, Controls and etiquette, office abuse etc

**Assessment Method**

Continuous assessment shall be applied to generate marks for coursework. Tests, coursework research questions, group work presentations will all constitute coursework marks (30 marks) and final examinations (70).

For a student to be allowed to sit for final examinations in this course he or she should have obtained at least 15 out of 30 marks. The pass mark for the course will be 50%.

**Indicative sources**

* Pattie Gibson-Odgers. (2004), Administrative Office Management: Complete Course; 13th Ed. Ohio: South-Western Educational Pub
* Zane K. Quible. (2004), Administrative Office Management. 8th Ed. New York: Prentice Hall
* Susan Jaderstrom, Leonard Kruk and Joanne Miller Complete Office Handbook. 3rd Ed. Susan Jaderstrom (Author) › [Visit Amazon's Susan Jaderstrom Page](http://www.amazon.com/Susan-Jaderstrom/e/B000AQ79F8/ref=ntt_athr_dp_pel_1)
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New York: Random House

* Mary Ellen Oliverio, William R. Pasewark and Bonnie R. White. (2006), The Office: Procedures and Technology. Ohio: South-Western Educational Pub Mary Ellen Oliverio (Author)
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* Are you an author? [Learn about Author Central](http://authorcentral.amazon.com/gp/landing/ref=ntt_atc_dp_pel_1)
* Michelle Burke. (1996), The Valuable Office Professional. New York: AMACOM